

ITT CONFERENCE

ONBOARD MSC VIRTUOSA * 11-14 SEPTEMBER 2021



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PROGRAMME AT-A-GLANCE

SATURDAY 11 SEPTEMBER

DAY

EMBARK / FREE TIME

18:00

SAIL AWAY DRINKS WITH TTG

19:00

WELCOME SHOW

20:30

WELCOME DINNER

22:30

LATE NIGHT BAR

SUNDAY 12 SEPTEMBER

06:45 - 07:30

YOGA

09:00 - 13:10

CONFERENCE SESSIONS

13:30

LUNCH

20:30

ELEGANT DINNER

22:30

LATE NIGHT BAR

MONDAY 13 SEPTEMBER

06:45 - 07:30

YOGA

09:20 - 13:30

CONFERENCE SESSIONS

13:30

LUNCH

20:30

FAREWELL DINNER

22:30

LATE NIGHT BAR

Locations for all functions will be confirmed onboard MSC Virtuosa.



TUESDAY 14 SEPTEMBER

DISEMBARKATION

Delegates can request a "self-check-out" with the guest relations team. Delegates must arrange this onboard with the guest relations team by midday the day before disembarkation (so pre-noon on Monday 13 September). Delegates will then be allowed to get off the ship – carrying your own suitcases – between 7.30-8am.

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WELCOME TO THE ITT CONFERENCE



I speak on behalf of the ITT Board when I say I am delighted to stage this year's ITT Conference onboard MSC Virtuosa – one of the most environmentally advanced ships in the World.

Moderated by the one and only Tim Hames, this year's conference sessions are based around the theme **We Will Never Take Travel for Granted Again.**

The coronavirus pandemic has presented immense challenges but it has also provided an important time for reflection. It has prompted us to look back on our past, reframe our future and savour the simple freedoms that we once took for granted.

There is a famous proverb by Thomas Fuller, "We never know the worth of water till the well is dry" and this is very fitting. It is only once privileges are gone that we realise their true importance. The pandemic has encouraged us to have a

renewed appreciation of travel. Never again will we underestimate the value of travelling to new places, meeting people, learning about different cultures, exploring local foods, and trying new experiences.

At the Conference, industry figures and guest speakers will reflect on the opportunities we have to revise our attitudes and appreciate life's precious moments as the world opens up again.

A big thank you to our Headline Sponsors and our friends at MSC Cruises. Finally, thanks to our Members for your continued support – I wish you a truly memorable Conference.

Dr Steven Freudmann F.Inst.TT.
Chairman
Institute of Travel & tourism



As Managing Director of MSC Cruises UK and Ireland, I am delighted to have the opportunity to showcase one of MSC Cruises' most innovative and environmentally advanced ships, MSC Virtuosa. The 19-deck ship is literally a destination in itself with an unparalleled choice of dining, leisure and entertainment services – and throughout the summer months has offered everything that Brits have missed during the various lockdowns.

I am incredibly grateful to ITT for choosing to host such a prestigious event as its annual travel and tourism Conference onboard MSC Virtuosa. I hope that in addition to enjoying an informative Conference, you all take the time to explore MSC Virtuosa's exciting new features including two new fine dining restaurants, four new world-class theatre shows, 20 relaxing bars and lounges, a boutique shopping galleria, a spa and fitness centre, and you can even enjoy a

drink with the world's first humanoid robot bartender, Rob.

I am incredibly proud to welcome you all onboard one of our latest ships and I want to thank you all for joining us at ITT's annual Conference for what I am sure will be one of the most special editions yet after this challenging year apart.

Like many of those who joined us for a summer of cruising, I'm sure you will have an incredible time onboard. We hope that you enjoy your time with us and come back to join us onboard again soon.

Antonio Paradiso
Managing Director (UK and Ireland)
MSC Cruises

PROGRAMME OF EVENTS

SATURDAY 11 SEPTEMBER



EMBARKATION

SAIL AWAY DRINKS WITH TTG *
18:00

SPONSOR
ttg MEDIA

Join the TTG Media team to network and socialise.

WELCOME SHOW *
19:00 - 19:45

SPONSOR
emerchantpay

Ease yourself into the Conference spirit at the Welcome Show. With mesmerising acrobatic entertainment sponsored by emerchantpay, it is set to be a breath-taking evening of celebration.

WELCOME DINNER *
20:30

Dinner will be served in one of the main dining rooms. Alternatively, you are free to make your own plans and dine in one of the ship's speciality restaurants at your own cost.

LATE NIGHT BAR *
22:30

The Late Night Bar provides the ideal opportunity to catch up with fellow ITT Members and socialise in style.

* The locations for all functions will be confirmed onboard MSC Virtuosa.

CONFERENCE THEME

*We will never take travel
for granted again*

A range of speakers will address the theme **We Will Never Take Travel For Granted Again**. They will reflect on how the coronavirus pandemic has made us appreciate the simple freedoms that we once took for granted. The conference sessions will address the lessons we have overlooked and the opportunities we have to value life's precious moments as we move forward.

PROGRAMME OF EVENTS

SUNDAY 12 SEPTEMBER

YOGA CLASS *
06:45 - 07:30



It's time to roll out a yoga mat and discover the beauty of yoga at this class, which is offered free of charge courtesy of Alder Hey Children's Charity. Come along to unite your mind, body and breath.

09:00 - 13:10 CONFERENCE SESSIONS LE GRAND THÉÂTRE, DECK 6

WELCOME
09:00 - 09:20



Steven Freudmann, *Chairman, ITT*
Tim Hames, *Senior Policy Adviser, ECO*

Steven Freudmann and Tim Hames welcome delegates to the 2021 Conference.

REBUILDING OUR INDUSTRY
BIGGER AND STRONGER
09:20 - 09:35

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Antonio Paradiso, *Managing Director (UK and Ireland), MSC Cruises*

The pandemic's impact on travel has pushed us to find agile and innovative ways to bring our industry back to life, during the most challenging of times. The constantly evolving situation and the intricacies of the cruise industry presented a number of hurdles, but also brought to the forefront a breadth of opportunities for the wider travel industry to learn from each other, and find new approaches. Antonio Paradiso will share the fresh and forward thinking perspectives learnt about what the cruise industry can achieve from harnessing brand awareness, to attracting new customers and launching new products.

FROM SHADOWS INTO SUNLIGHT: WHY TRAVEL MEANS SO
MUCH MORE THAN PLANES, TRAINS AND AUTOMOBILES
09:35 - 10:10



Professor Jo Delahunty QC, *Leading UK Barrister, Part-time Judge and Professor of Law*

When we think of 'travel' what comes to mind? A holiday? A business trip? A career? If so — think deeper. To travel is to be free to explore with those we love, to be with those we love, to celebrate what we love, even to say goodbye to those we loved. Travel encompasses movement not just between countries but within countries, towns and even streets — all that was lost to us under the pandemic. Homes became places of refuge to most and danger for some. Our freedom to move and to travel was a freedom we had taken for granted. A pandemic has made us reappraise what is important in our lives and to recognise how precarious safety is. In her talk, Professor Jo Delahunty QC will explore some of the shadows cast by COVID-19 if only to celebrate, more keenly, the freedoms we regain under the sunlight of near normality.

* The locations for all functions will be confirmed onboard MSC Virtuosa.

SUN, SEA, SAND AND SENTIMENT
10:10 - 10:22



Louise Davies, *Managing Consultant, PA Consulting*

We are a nation of holiday-lovers. Even when times are tough, we travel. We've holidayed through recessions and international conflicts, but a pandemic stopped us in our tracks. In an environment of on again/off again, confusing traffic lights systems, and travel requirements for destinations changing daily, the killer has been uncertainty. So, we've been dipping into the market periodically to understand customer sentiment. In this session, Louise Davies will explore consumer research findings and discuss what's changed over lockdowns up to today, highlighting the big opportunities for us and areas of continued concern for customers.

FOUR TRENDS SPARKING NEW LIFE INTO TRAVEL
10:22 - 10:33



Clare de Bono, *Head of Prime Customer and Traveller Solutions, Amadeus*

If 2020 was the year when freedom to travel was put on ice, we are now beginning to see a gradual thaw in some parts of the world. Nevertheless, given the wildly differing circumstances between continents, it is clear that recovery will be varied and fragmented. As we look to rebuild travel, Clare de Bono will consider the four trends we see shaping travel. From bubble resorts and travel corridors to the rise of workcations and a new breed of sustainably conscious consumers, she will address how the 2021/22 map is almost unrecognisable from that of previous years.

VIRUSES, VACCINES AND VARIANTS: WHAT WILL THE
WORLD LOOK LIKE FOR TRAVEL IN 2022?
10:33 - 11:05



Tim Hames, *Senior Policy Adviser, ECO*

The COVID-19 crisis has lasted far longer and inflicted deeper damage on the travel industry than anyone would have imagined at its outset. What will the world of 2022 look like? Tim Hames will consider why the risk of virus pandemics has increased so sharply over the past two decades. Secondly, he will discuss the different nature of the vaccines that are now available and shortly to be licensed and the extent to which they afford humanity protection. Thirdly, the variants that have and could yet emerge in this virus and what their impact might be.

COFFEE BREAK
11:05 - 11:35



WELCOME BACK
11:35 - 11:40

Tim Hames, *Moderator*

LOVE, WORK AND THE JOURNEY OF RECOVERY
11:40 - 12:06



Jo Potier, *Clinical Psychologist, Alder Hey Children's NHS Foundation Trust*

"Love and work are the cornerstones of our humanness" (Freud). Being human brings us an incredible capacity to find joy in meaningful work and positive social contact. Exploration and journeying have enabled us to develop as a species by meeting new people and learning new things and feeling secure enough to explore is key to our survival. How then can we deal with a prolonged period of fear, threat and insecurity where many of us have been grounded? How can we re-find love and purpose when the things that we love and give us purpose are still so uncertain? Using evidence from developmental neuroscience and critical incident psychology, Jo Potier's talk will focus on the role of compassion in our emotional recovery from COVID-19. She will show how compassion can be "switched on", and what switches it off, so that we can deal with the emotional baggage of the past 18 months and arrive at the other side psychologically healthy.

DON'T LOOK BACK IN ANGER
12:06 - 12:19



Julia Lo Bue-Said, *Chief Executive Officer, The Advantage Travel Partnership*

None of us could have predicted such a crisis that would see one of the most vibrant global industries on its knees. With the travel narrative in the spotlight for 16 months against a tidal wave of public sentiment, the travel trade, travel agents, TMC's, tour operators and cruise lines experienced the biggest downturn in history. As an interconnected travel industry, Advantage joined forces with other associations and led a high profile media campaign, which attracted broadcast opportunities from all over the world. It's too late to look back in anger, what we must now do is focus on the future and on a new revolution for the UK travel trade.

PLANES, TRAINS AND PANDEMICS
12:19 - 12:30



Clive Wratten, *Chief Executive Officer, Business Travel Association*

Clive Wratten will give a reflection on the business travel industry and the BTA's journey through the last 18 months, including what the future looks like for the corporate travel sector and why we must never take business travel for granted again.

THE REINVENTION OF THE CRUISE INDUSTRY
12:30 - 12:40



Andy Harmer, *Director and Senior Vice President of Membership, CLIA UK and Ireland*

The UK cruise industry has faced its greatest ever challenges during the past 18 months. Sailings have suspended and a sector that was previously worth £10bn annually – with two million cruises taken by Brits in 2019 alone – all but came to a halt. With guests now sailing both domestically and overseas once again, how has the industry ensured that ships are back in the water? And how will it meet the Prime Minister's observation of the need for reinvention?

ARE WE READY FOR THE RETURN OF TRAVEL?
12:40 - 13:05



Moderator: Daniel Pearce, *Chief Executive Officer, TTG Media*

Panellists:

Andy Harmer, *Director and Senior Vice President of Membership, CLIA UK and Ireland*

Julia Lo Bue-Said, *Chief Executive Officer, The Advantage Travel Partnership*

Clive Wratten, *Chief Executive Officer, Business Travel Association*

The panel of industry experts will consider topics such as the lessons learnt from the pandemic, what the government got right, what it got wrong and what it could have done better, the impact on the sector and future prospects for the travel and tourism industry.

CONFERENCE SESSIONS CLOSE
13:05 - 13:10

Tim Hames closes the first day of conference sessions.

LUNCH *
13:30

Lunch will be served in the main buffet restaurant. Alternatively, you are free to make your own plans in one of the ship's speciality restaurants at your own cost.

ELEGANT DINNER *
20:30



Enjoy an elegant dinner in one of the main dining rooms. There will also be entertainment, a raffle and an auction of promises to raise money for Alder Hey Children's Charity.

LATE NIGHT BAR *
22:30

If you are not ready to hang up your dancing shoes after dinner, then head to the Late Night Bar. Here you will have the chance to socialise, connect with industry peers and solidify friendships.



PROGRAMME OF EVENTS

MONDAY 13 SEPTEMBER

YOGA *
06:45 - 07:30



Another chance to roll out a yoga mat and discover the beauty of yoga at this class, which is offered free of charge courtesy of Alder Hey Children's Charity. Come along to unite your mind, body and breath.

09:20 - 13:30 CONFERENCE SESSIONS LE GRAND THÉÂTRE, DECK 6

WELCOME BACK
09:20 - 09:30

Tim Hames, Moderator

RESET TRAVEL AND TOURISM HOSPITALITY
SUSTAINABLY
09:30 - 09:45



Nicki Page and Leo Downer, Co-Founders, TLC Harmony

We all love to travel and to explore. However, our industry must respond faster to the changes that are needed so we can sustain and protect our natural world. Nicki Page and Leo Downer will present evidence-based thinking which argues that we must measure, reduce and offset our effects and protect nature. They will discuss how nature, our culture and heritage must be at the centre of business decisions in our industry. After all, this is good for people, places, and our planet.

THESE LAST TWO YEARS FOR TRAVEL WERE DEFINITELY
NOT IN THE GUIDEBOOKS
09:45 - 10:05



Carol Savage, Chief Executive Officer and Founder, Not in the Guidebooks

Carol Savage will share how she started a new travel company just before the pandemic and had to turn on a sixpence and still maintain the company vision to deliver, survive and be strong in the new travel paradigm. This session will focus on the struggles we have had to overcome and the lessons learnt, through sheer persistence, creativity and using experience of dealing with adversity. Carol will talk candidly about what has worked and what hasn't.



DRIVING JAPAN'S SUSTAINABLE TRAVEL
RECOVERY
10:05 - 10:25



John Speers, Owner and Global Strategy Director, Kemosabe

Julie Murphy, Country Sales Manager UK And Ireland, ANA – All Nippon Airways

Amidst the most challenging period in travel history, see first-hand how Japan and its 5-star airline ANA will attract passengers and visitors in 2022. In what is probably the most interactive digital experience of Japan the world has seen, and tapping into global learnings and driven by technical innovation, Japan will be opened up with a suite of experiential advertising, influencer, digital and social media driving visitors to engage on a fully immersive digital platform. Hear from John Speers of Kemosabe and Julie Murphy of ANA and you'll witness a great comeback story for a great nation and people with a highly sustainable visitation and flight experience.

INTELETRAVEL: DISPELLING THE MYTH
10:25 - 10:50



Tricia Handley-Hughes, UK Director, InteleTravel

InteleTravel started over 30 years ago in the USA as the original host agency and the US membership now stands at 50,000 Independent Travel Agents (ITAs). InteleTravel UK gained their ABTA membership in March 2019 and (today) is currently awaiting ATOL approval. UK membership stands at 10,500. Pre-conceived perceptions without understanding the business model in full has led to criticism and fear amongst agents in the UK. However, suppliers are enjoying the incremental revenues and high transactional values. In this session you will hear from the UK Director, Tricia Handley-Hughes, for a strategic and transparent view of InteleTravel UK.

PAIN, JOY AND PASSION OVER ADVERSITY
10:50 - 11:13



Wendy Wu, Founder and Founder and Chairwoman, Wendy Wu Tours

Wendy Wu Tours was among the first to be hit by the shockwaves of COVID-19 in much-loved destinations – China, Japan, Vietnam, and India. As the magnitude of the storm became evident, choices lay ahead; 'hibernate' or 'continue to work and grow' through the darkness so the specialist tour operator made its choice. Cash reserves, built upon years of financial discipline, added strength and confidence to the Wendy Wu Tours team and enabled them to focus their boundless energy, passion and creativity with a laser-sharp vision focused on three clear goals – sharpening the team's skills, engaging with the trade, and galvanising customers. Their confidence and passion were warmly recognised and richly rewarded by customers both old and new. Building towards each goal, brick-by-brick, a small but sure transition to a greater future business has emerged. In this session, Wendy Wu will share these insights as well as a couple of endearing silver-linings at a personal level.

COFFEE BREAK *
11:13 - 11:43

* The locations for all functions will be confirmed onboard MSC Virtuosa.

WELCOME BACK
11:43 - 11:50

Tim Hames, Moderator

LET'S TALK ABOUT TALENT: RELEASING UNTAPPED POTENTIAL IN THE TRAVEL AND TOURISM SECTOR
11:50 - 12:22



Moderator: Louie Davis, Commercial Lead, Whitbread and Member of ITT Education and Training Committee

Panellists:

Kate Harland, Graduate Tutor, Northumberland University and Member of ITT Education and Training Committee

Jamie Lee Abtar, Founder, 2219 Media and ITT Future You Ambassador

Sophie Nelson, Travel and Partnerships Manager, International, Avis Budget Group and TIG 30 under 30

Tina Benbow, Travel Industry Professional and ITT Student Ambassador

Against the backdrop of COVID-19, both students and professionals have re-evaluated their career pathways. Some have secured exciting new roles in the travel sector; others have opted to upskill, and a few have left the industry all together. This panel session provides a timely snapshot of talent. Drawing on the experience of students, lecturers, and travel professionals, it lifts the lid on formal qualifications, identifies barriers to entry and posits perspectives on employee engagement. In doing so, it hopes to help inform corporate attraction and retention strategies to give today's talent an opportunity to shape the travel industry of tomorrow.

FROM THOMAS COOK TO TODAY
12:22 - 12:45

SESSION SPONSOR

BDO



Dame Irene Hays, Chair, Hays Travel

In this session, Dame Irene Hays will describe the rollercoaster of challenges and emotions since the Thomas Cook acquisition in October 2019. She will talk about some of the mistakes made and the positive characteristics that have helped Hays Travel to come through the pandemic. She will also share some of the unintended consequences and the opportunities the business has created over the past 18 months of COVID-19 which have made Hays Travel stronger.

A SHORT HISTORY OF THE FUTURE
12:45 - 13:15



Rt. Hon Liam Byrne MP, Labour MP for Birmingham Hodge Hill

Since the turn of the century, we've seen conflict, crash and now contagion. So what's yet to come over the next 10,450 days as the world has to shift from the pandemic to the goals of the Paris agreement? Rt Hon Liam Byrne MP will offer a quick tour of the key trends set to reshape the Age of the Shockwave and what it means for business and politics.

CLOSING REMARKS
13:15 - 13:30

Steven Freudmann, ITT Chairman

LUNCH *
13:30

Lunch will be served in the main buffet dining restaurant. Alternatively, you are free to make your own plans and dine in one of the ship's speciality restaurants at your own cost.

FAREWELL DINNER *
20:30

A final chance to dine with fellow delegates at a farewell dinner in one of the main restaurants. Alternatively, you are free to make your own plans and dine in one of the ship's speciality restaurants at your own cost.

LATE NIGHT BAR *
22:30

No ITT Conference would be complete without a Late Night Bar. Head to the Carousel Lounge for your final opportunity to socialise and network with fellow Conference delegates.

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Avis Budget Group is a leading global provider of mobility solutions, operating three of the most recognized brands in the industry through Avis, Budget and Zipcar, the world's leading car-sharing network.

Together the brands offer a range of options, from car and truck rental to on-demand car sharing that bring vehicles closer to where

and when customers need them, by the minute, the hour, one-way, daily, weekly and months-long reservations. Our brands represent a mobility ecosystem of approximately 5,500 locations in more than 165 countries. With 75 years' experience in managing global fleets, Avis Budget Group is committed to innovation and are moving the future of mobility forward.



Travel payments for a more profitable future

As the travel industry picks up, many businesses revamp their strategies to prepare for the road ahead. At emerchantpay, we're passionate about providing travel businesses with payment solutions that support sustainable recovery and set them up for future success as the industry gets back on its feet.

With over 20 years of experience in the payments industry and 17 global offices, emerchantpay is the payment service provider of choice for travel brands of all sizes. Our full-service proposition includes a wealth of features, such as global acquiring, alternative payment methods, risk and fraud management, card issuing and

an in-house eWallet solution. We enable businesses to accept payments from their customers, wherever they are.

Over the past 18 months, we've supported travel businesses by crafting bespoke solutions to match their unique business requirements and help them rebound. By offering tailored settlement terms, favourable pricing options, expert one-on-one support, advanced anti-fraud solutions and access to 300+ ways to pay, you can improve your operations, expand in new markets and optimise your profitability – today and for the future.

Consumer demands have changed across every aspect of the travel experience, and payments are no exception. There's no better time than the present to fine-tune your strategy and prepare for the future of travel. So, wherever the journey takes your customers, meet them there with emerchantpay.



We're so excited to be sponsoring the ITT Conference after what has been an incredibly difficult time for all. We have been busy behind the scenes and we're looking forward to catching up (face to face!) and telling you all what we have been up to.

This year, we've reinvented our booking terms and are now proud to offer our most flexible booking terms yet, allowing customers to amend or cancel their booking for a cash refund or a voucher.

We have a full complement of products available until April 2023, allowing customers to book with maximum confidence by securing the booking early at the best possible price. Our product range in Europe has also undergone significant improvements over recent months, having added close to 300 new products to our offering. We have also integrated a new transfer provider, alongside Hoppa

and Holiday Taxis, which sees us having the widest choice of transfers in the market, available through one API.

Earlier this year we launched HX Breaks, after identifying a significant gap in the market for customers and agents wanting to book a staycation inclusive of tickets for a major attraction. This product is now undergoing work to allow your customers and travel agents to book.

Finally, our Insurance team has worked closely with our partners and Underwriter to bring what we feel is best in market COVID-19 insurance, providing cover if customers contract COVID-19.

We're really excited to tell you more about what we've been working on. If this is of interest to you we'd love to catch up and give you a little more detail.

See you at the bar!



We believe in the power of ingenuity to build a positive human future in a technology-driven world.

As strategies, technologies and innovation collide, we create opportunity from complexity. Our diverse teams of experts combine innovative thinking and breakthrough use of technologies to progress further, faster. Our clients adapt and transform, and together we achieve enduring results.

We help governments, regulators, transport operators and infrastructure providers devise the right strategies and harness breakthrough technologies to offer safe, efficient transport today, and plan for the uncertainty of tomorrow. With over 200 people globally, the team has a strong presence in UK, Netherlands and across the Nordics. PA is a trusted consulting partner for the Transport sector and infrastructure providers throughout Europe renowned for its technology capability, which includes market-leading Agile, Digital Transformation, Cloud Platform and Data offerings.



TRAVEL CASH. THE POST-COVID GAMECHANGER

Many travel companies are looking for opportunities to add new margin or to restore former margins. Travel cash is the perfect opportunity.

IS THERE STILL A TRAVEL CASH MARKET WHEN MOST PEOPLE USE CARDS?

According to Mintel, 68% of Brits choose travel cash pre-departure compared to just 17% choosing prepaid cards making cash the most popular payment for Brits on holiday in a market worth £13.7 billion. If you don't offer currency your customers will simply buy it elsewhere and you'll miss out on that extra margin.

AGENT-LED ORDERS OR CUSTOMER SELF-SERVICE?

Spendology Cloud does both. Our agent-led ordering allows you to slash your FX operating costs by eliminating the need for specialist FX staff, in-house compliance team, and most of your security and insurance costs. Or allow direct customers to self-serve, placing orders and generating a margin.

HOW EASY IS IT TO GET TRACTION IF YOU'VE NEVER SOLD CURRENCY BEFORE?

Our technology is a dream to integrate and put live. Our free digital marketing tools automate the promotion so you can achieve our typical 25% order conversion with virtually no effort whilst you get on with business as usual.



Never before has there been a greater hunger for escape and discovery.

So much about travel has changed, so now is the time to work together to ensure we shape a brighter and safer future.

The pandemic highlighted how connected the world is along with the importance of travel and tourism to our economies, jobs and overall personal wellbeing.

WTM London is honoured to be a part of the ITT Conference.

The topic of the Conference, 'We will never take travel for granted again' couldn't be more appropriate or come at a better time.

It's allowing the industry to share their experiences and best practice together, in order to rebuild and reconnect in this post pandemic world we now find ourselves in.

This year WTM London, the leading global event for the travel industry, will be running a hybrid event.

The physical event will take place in ExCel London 1-3 November with a virtual event taking place the week after on 8-9 November. We're very excited to be reuniting with industry peers, as well as bringing top level content and senior industry speakers to the centre stage.

Events like ours are fundamental, so together, let's rekindle the inspiration that makes this the ultimate industry to be in.



In 2021 TTG Media is celebrating 10 years as the exclusive trade media partner of the ITT Conference.

In ten years of continual change for travel, TTG has remained a constant source of information and support for the industry, just as it has since the publication of the first edition of the Travel Trade Gazette in 1953.

A fully independent media business, TTG Media now operates website ttgmedia.com, the monthly TTG magazine, the quarterly TTG Luxury publication for luxury travel, and a host of events both

live and online – including the first Travel Industry Awards by TTG, taking place on September 30th.

Throughout the pandemic TTG has led the way in trade campaigning through initiatives including its #savetravel and #savetraveljobs campaigns, as well as launching new membership programme TTG+ to offer deeper support for the industry.

In 2019 the business rebranded under a new vision to promote 'Smarter, Better, Fairer' travel – helping the business to the title of Independent Publishing Company of the Year at the PPA Independent Publisher Awards, where it also won Relaunch of the Year, and editor Sophie Griffiths was named Editor of the Year. In 2020 TTG Media was crowned Business Media Brand of the Year at the Campaign Publishing Awards.



Travel payment solutions you can count on

We apply decades of expertise to drive acquisition, boost payment efficiency and deliver greater profits for travel merchants.

emerchantpay.com



Deliver a seamless
booking flow



Offer multiple payment types
for increased revenue



Maintain growth supported
by travel-specific expertise